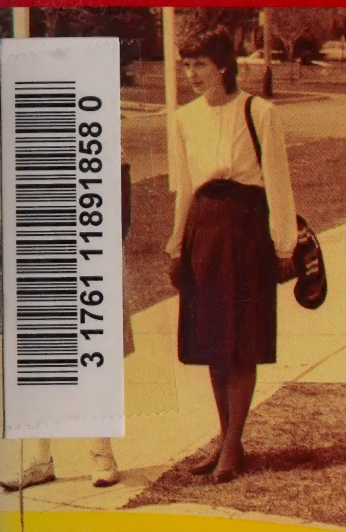


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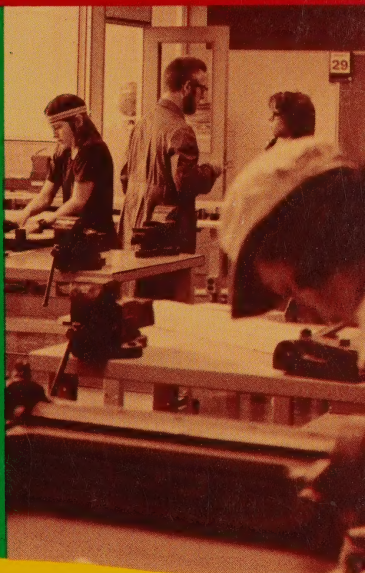
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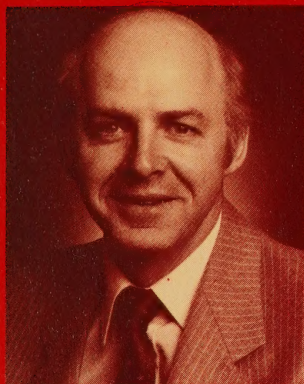
Office
for Disabled
Persons

Hon. Tony Ruprecht
Minister





Office
for Disabled
Persons



Tony Ruprecht
Minister Responsible
for Disabled Persons

I am pleased to introduce the revised "Guide for Disabled Persons to Ontario Government Programs and Services". This new edition provides up-to-date information on the many services available and how to contact the appropriate ministry or agency.

In June, 1986, Ontario proclaimed the Decade of Disabled Persons, with the goal of full equality and participation of people with disabilities. Throughout the government we are working to achieve this goal, and with this Guide, we hope to make it easier to locate the various programs designed to help disabled individuals lead richer, more independent lives.

Details of programs and services are listed under major headings such as education, health, income maintenance or transportation.

I am sure that you will find the new Guide helpful. We would be interested in your comments or in any suggestions for further improvements.

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Blind Persons Rights Act

Enacted in 1976, the Act ensures rights of blind persons who depend on guide dogs to be granted entry to any place and provision of any services which are available to the general public. Simply stated, it is against the law to discriminate against persons whose blindness makes them dependent on white canes or guide dogs.

Guide dog users living in Ontario carry identification cards which state the law. Visitors to the province will have a card identifying themselves and the guide dog. These cards will be shown on request and must be honoured.

For more information or to apply for an identification card, picturing the guide dog and blind owner, contact:

- ▷ Ministry of the Attorney General
Human Resources Branch
14th Floor, 18 King Street East
Toronto, Ontario M5C 1C5
(416) 965-2552
(416) 965-6470 (TDD)

Libraries

A provincial library services coordinator is responsible for the promotion, development and enhancement of public library services for disabled persons in Ontario. This coordinator deals directly with the Ontario Library Service area office and local libraries by providing information, consultation, training and education assistance to library staff and trustees. The coordinator also maintains liaison with other organizations that serve disabled persons and provides input for policy development. A six member Ontario Advisory Committee on library services for disabled persons has been appointed to make recom-

mendations to the Ministry of Citizenship and Culture on this area of librarianship.

For more information or assistance contact:

- ▷ Ministry of Citizenship and Culture
Libraries and Community Information Branch
5th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-2696

The Arts

Disabled patrons can check facilities at art galleries and theatres with the following organizations:

- ▷ Ontario Association of Art Galleries
439 Wellington Street West
Toronto, Ontario M5V 1E7
(416) 598-0714
- ▷ Theatre Ontario
344 Bloor Street West, 6th Floor
Toronto, Ontario M5S 1W6
(416) 964-6771

In the Toronto vicinity only, contact:

- ▷ Toronto Theatre Alliance
3rd Floor, 57 Adelaide Street East
Toronto, Ontario M5C 1K6
(416) 366-6882

Museums

A "Museum Note" detailing practical information on community museums and accessibility for the disabled visitor, is available from the Heritage Branch of the Ministry of Citizenship and Culture.

The primary objective of this publication is to familiarize museum staff with the needs and concerns of disabled persons, as identified within the museum context.

To receive a copy, contact:

- ▷ Heritage Branch
Ministry of Citizenship and Culture
2nd Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-3937

Intervenor Services

Co-operating with the Canadian National Institute for the Blind, the Ministry of Community and Social Services provides a variety of alternative communication methods to ensure deaf/blind adults have access to the widest possible range of information.

For additional information contact your nearest CNIB office, as listed in the telephone directory.

If there is not a CNIB office in your area, contact the nearest Ministry of Community and Social Services office listed in the back of this guide or the CNIB Toronto office:

- ▷ Canadian National Institute for the Blind
Deaf/Blind Services
1929 Bayview Avenue
Toronto, Ontario M4G 3E8
(416) 480-7417 (Voice)
(416) 480-7419 (TDD)

Interpreter Services

Co-operating with the Ontario Association of the Deaf and the Canadian Hearing Society, the Ministry of Community and Social Services provides such services as language interpreters for profoundly deaf individuals.

For additional information contact any regional office of the Canadian Hearing Society listed in the telephone directory (TTY/TDD numbers are also listed).

If there is not a Canadian Hearing Society office in your area, contact the nearest Ministry of Community and Social Services office or the Society's Toronto office:

- ▷ Canadian Hearing Society
Interpreter Services
271 Spadina Road
Toronto, Ontario M5R 2V3
(416) 964-9595 (Voice)
(416) 964-0023 (TDD)

Office for Disabled Persons

The Office for Disabled Persons has four primary responsibilities: public inquiry, promotion and awareness of the abilities of *disabled persons*, policy coordination, and community liaison.

The Office acts as a focal point to promote an awareness of the government's programs and to encourage the responsiveness of the policy development process to the needs of disabled persons.

The Office administers a Community Action Fund which is designed to assist organizations in undertaking initiatives that promote the goals of equality and the full participation of persons who are disabled in social and economic life.

For further information, please contact:

- ▷ Office for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 965-3165 (Voice/TDD)

Ontario Advisory Council on the Physically Handicapped

The Ontario Advisory Council on the Physically Handicapped provides advice to the government on a wide range of matters pertaining to physically disabled persons. Members are appointed to Council across the province.

Council meets regularly in Toronto and may hold meetings or public forums throughout the province.

The Council is not a funding body, does not undertake case management or research and is not involved in the delivery of programs. However, Council is always interested in hearing from groups or individuals representing those with physical disabilities.

Copies of the annual report and additional information on Council activities are available by contacting:

- ▷ Ontario Advisory Council on
the Physically Handicapped
2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 965-9537
(Voice/TDD - collect calls accepted)

Consumer Information Centre

The Consumer Information Centre at 555 Yonge Street in Toronto provides a wide range of informative and educational materials for consumers.

The Centre also makes information available to speech/hearing impaired persons through the use of a special telephone device (TDD). Fact sheets on basic buying skills adapted for developmentally handicapped persons are also available.

For further information, contact the Consumer Information Centre in person or by telephoning or writing:

- ▷ Ministry of Consumer and Commercial Relations
1st Floor, 555 Yonge Street
Toronto, Ontario M7A 2H6
(416) 963-1111 (Toronto area)
1-800-268-1142 (toll-free, excluding area code 807).
Residents in area code 807 call collect (416) 963-1111
(416) 963-0808 (TDD)

Government Buildings

Ontario government buildings are made accessible to disabled persons, where possible, through the provision of ramps, washroom facilities and other modifications.

Technical advice related to design features for disabled persons, in new buildings and existing facilities, is provided by the Office of Barrier Free Design.

Address inquiries and suggestions regarding the improvement of accessibility to:

- ▷ Ministry of Government Services
Design Services Branch
Office of Barrier Free Design
10th Floor, Ferguson Block, Queen's Park
Toronto, Ontario M7A 2G3
(416) 965-2806

Public Buildings

The Ontario Building Code is continually under review to help meet the needs of disabled persons.

The Code applies to new buildings and to extensions or material alterations to existing buildings. Some examples of these include auditoriums, churches, lecture halls, restaurants, banks, department stores, public service buildings and parking garages.

Office buildings must have accessible washrooms and recreation facilities must provide accessible locker rooms and showers.

For additional information, contact:

- ▷ Ministry of Housing
Buildings Branch
2nd Floor, 777 Bay Street
Toronto, Ontario M5G 2E5
(416) 585-6657

To purchase copies of the Building Code contact:

- ▷ Ministry of Government Services
Publications Centre
5th Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 965-6015 (Toronto area)
1-800-268-7540 (toll-free, excluding area code 807).
Callers in area code 807 should ask the
operator for Zenith 67200.

or, in person at:

- ▷ Ministry of Government Services
Ontario Government Bookstore
1st Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 965-2054

Accommodation and Support Services

Geared-to-Income Housing and Modifications

Ontario Housing Corporation, part of the Ministry of Housing, provides rent-geared-to-income accommodation to qualified applicants, including physically, developmentally and psychiatrically handicapped persons.

Physically handicapped adults are eligible to apply for subsidized housing provided they are able to live independently. Where practical, modifications such as the installation of grab bars in washrooms may be made to meet the needs of the individual.

Developmentally handicapped adults are also eligible for rent-geared-to-income housing. Such persons must be capable of independent living, based on the assessment of a professional agency. Psychiatrically handicapped adults are also eligible to apply.

Rent-geared-to-income housing is managed by 58 local housing authorities. Each housing authority receives and assesses applications for assisted housing in its own area. Inquiries should be directed to local housing authority offices, listed in the blue pages of the telephone directory under the Ministry of Housing.

Disabled persons requiring special attendant care and residing in special independent living accommodations, benefit from the rent-geared-to-income scale. In those designated projects, the Ministry of Community and Social Services provides home support services.

Non-Profit Housing Program

The Non-Profit Housing Program is a federal/provincial initiative aimed at helping non-profit housing agencies to produce modest, cost-efficient housing for persons with low to moderate incomes.

Rents in some of the units are based on household incomes rather than on the size or type of housing.

Accommodation and Support Services

These units are available to several client groups, including physically, developmentally and psychiatrically handicapped adults if they are capable of living independently.

A portion of the units are distributed to housing agencies wishing to produce housing for people requiring some form of support care services.

As well, innovative proposals are considered on a demonstration basis from groups interested in producing housing for low-income single persons and for groups wishing to build innovative housing forms for families, seniors or handicapped persons.

Units rented at market prices are available to anyone, on a first-come-first-served basis.

For further information, contact your nearest Ontario Housing Corporation regional office.

Convert-to-Rent

The Convert-to-Rent program has been expanded to include loan assistance for the production of hostel-type accommodation for single persons, as well as new rental housing within single family accommodations.

Convert-to-Rent's main aim is to help produce moderate-cost market rental apartments, primarily through converting non-residential properties. Per unit loans range from \$5,000 to \$7,000 depending on the type of project.

Units for physically disabled persons qualify for special additional loans of \$2,000 if they are designed for wheelchair access. This recognizes the extra costs associated with making accommodations accessible to disabled persons. Some of the apartments in multi-unit projects may be made available under the Rent Supplement Program.

For further information, contact your nearest Ontario Housing Corporation regional office.

Rent Supplement Program

Ontario Housing Corporation acquires the use of rental units in properties not owned by the corporation, with qualified tenants paying rent based on their incomes.

The federal and provincial governments subsidize the difference between the rent paid by tenants and the full rental rate negotiated between the corporation and the landlord.

The landlord chooses prospective tenants from the local housing authority priority list for rent-geared-to-income housing.

For further information contact your local housing authority office, listed in the blue pages under the Ministry of Housing.

Ontario Home Renewal Program

Physically disabled homeowners or homeowners with physically disabled relatives living with them may qualify for assistance if they wish to make modifications while upgrading their homes.

Special maximum loans of up to \$9,500 recognize the extra costs involved in alterations that make homes more accessible, both inside and out.

Dwellings must be below minimum housing standards for established municipalities. Other program criteria, such as maximum annual qualifying income, apply. Depending on the household income, a portion of the loan may be forgivable.

OHRP is administered by municipalities in many areas of the province. Check with your local municipal office. In communities without municipal boundaries, the program is administered by Ontario Housing Corporation, in conjunction with the Ministry of Northern Development and Mines.

Accommodation and Support Services

Disabled and Seniors in the Community Program

Administered by the Ministry of Revenue, the program allows property owners to claim a property tax exemption for home improvements made to accommodate people of any age with physical or mental disabilities which would otherwise require that they live in institutions.

For further information contact the nearest Property Assessment regional office, listed in the blue pages of the telephone directory.

Attendant Care

The Ministry of Community and Social Services, in co-operation with the Ministry of Housing, provides funding and guidelines for support services to physically disabled adults living in designated group home and apartment projects, on a 24 hour basis. Services include various types of personal care, housekeeping, meal preparation and laundry service. Food costs are the responsibility of residents and rent is paid on a geared-to-income formula.

Outreach Attendant Care provides personal attendant care (only) to some disabled adults living in their own homes.

Additional information is available from a Ministry of Community and Social Services office, listed at the back of this guide.

Community Services for Developmentally Handicapped Persons

There are many support services available to assist developmentally handicapped adults to live independently in the community. In addition, there are services for developmentally handicapped children administered by the Ministry of Community and Social Services, community agencies and facilities for the mentally retarded. Services for adults and children may include:

- accommodation and special residences, group homes and individualized residential situations;
- parent relief and respite care;
- family support services;
- adult protective services;
- recreational and social activities;
- infant development;
- day nurseries;
- skills training in communication, appropriate behaviour, daily living and other areas;
- specialized program for children with additional disabilities such as hearing or sight loss;
- assessment and diagnostic facilities, and
- community outreach programs.

For further information contact the nearest Ministry office, listed at the back of this guide.

Facility Services for the Developmentally Handicapped

These facilities provide programs and services for developmentally handicapped persons and their families including comprehensive treatment and training. They also support the development of community-based programs and accommodation to aid integration into the community.

Accommodation and Support Services

Also available are residential care, assessment and diagnostic services, parental relief services as well as treatment programs including behaviour modification, social and recreational activities and consulting/advisory services.

Selected facilities conduct research and education into the causes, prevention, and treatment of developmental handicaps.

Homemakers and Nurses Services Program

Under this program homemakers and nurses will visit elderly, disabled or convalescent people so they can remain in their homes instead of going to a hospital or other institution.

Homemakers may prepare meals, shop, do light laundry and cleaning or provide personal care services such as dressing. Nurses provide health care. These support services are administered by the Social Services Department of local municipalities, which may use their own nurses and/or homemakers or the services of agencies such as the Victorian Order of Nurses, the St. Elizabeth's Order, the Canadian Red Cross Society and the Visiting Homemakers Association. Part of the funding for this program is provided by the Ministry of Community and Social Services.

Payment for these services is according to the recipient's ability to pay. To be eligible, the recipient must live in the municipality.

For further information contact a local municipal Social Services office or the nearest area office of the Ministry of Community and Social Services, listed at the back of this guide.

Accommodation and Support Services

Group Homes

Accommodation in group home settings is provided by the Ministry of Correctional Services in a number of areas across the province for clients who have physical and/or learning disabilities.

Clients are referred to the facilities by the superintendents of the institutions where they are incarcerated.

To obtain further information on the programs at these facilities, contact:

- ▷ Ministry of Correctional Services
Community Development Unit
Offender Programming Branch
2001 Eglinton Avenue East
Scarborough, Ontario M1L 4P1
(416) 750-3475

For further reference to Group Homes, please refer to page 11, under "Attendant Care".

Home Care Program Services

Acute Home Care: This is the funding and co-ordination of health care services to Ontario residents living in their home who meet the programs' eligibility criteria. Patients may be admitted to the program either from hospital or directly from the community.

Multi-disciplinary teams of professionals and support personnel provide visiting services to patients referred to the program by their physicians. Services include nursing, physiotherapy, occupational therapy, medical social services, speech therapy, nutritional counselling and homemaking.

Chronic Home Care: Ontario residents requiring a minimum of three professional visits a month in their home are eligible for Chronic Home Care. Services

Accommodation and Support Services

are similar to those in the Acute Home Care Program and they enable recipients to live in their homes for as long as possible. A more detailed description of the program is outlined in the pamphlet, **“There’s no place like home”**.

New Integrated Homemaker Program: This new program is delivered through the Ministry of Health’s Home Care Programs. It has been implemented in six locations, and will be established across the province in phases. This program will provide a number of necessary services in the home for frail seniors and physically handicapped adults whose activities are limited and who require help to remain in their own home. Services such as help with personal grooming, meal preparation, laundry, shopping and light housekeeping duties are among the range of services offered under the program.

The provision of these services is based solely on the need for service rather than financial or medical criteria in the selected locations.

Health Support Services in the School Setting: These services meet the special health needs of students without interrupting their educational program. Working in co-operation with local boards of education and parents, local Home Care Programs ensure that the needs of the child are carefully assessed. Appropriate programs may include regular visits to the child in school by a nurse, physiotherapist, occupational and/or speech therapist, pathologist, nutritionist or any other health personnel. The Home Care Program can also provide consultation and instruction to school personnel.

For further information on the above services,

Accommodation and Support Services

contact the nearest office of the Ministry of Health, Home Care Program, listed at the back of this guide or:

- ▷ Ministry of Health
Communications and Information Branch
9th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101
or Zenith 69100

Homes for Special Care Program

The Homes for Special Care Program is funded by the Ministry of Health to provide nursing care and/or supervised accommodation in the community for discharged patients from provincial psychiatric hospitals.

Homes provide three levels of care: extended care, intermediate care and residential care. Extended and intermediate care are provided in licensed nursing homes, while residential care is provided in private homes.

The Homes for Special Care Program is co-ordinated provincially through the Community Mental Health Services Program. At the local level, service is provided by Homes for Special Care field staff in the ten provincial psychiatric hospitals. For further information, contact:

- ▷ Ministry of Health
Mental Health Operations Branch
8th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1R3
(416) 963-2757

Elementary and Secondary Schools Programs

School boards provide special education programs and services for their exceptional pupils. This includes pupils who may be physically handicapped, blind, deaf, gifted, and/or developmentally handicapped. To assist school boards with the cost of the required programs and services, the Ministry of Education provides additional grants. These are used for the provision of:

- a) special education teachers and support staff;
- b) supplies, materials and equipment;
- c) programs that are in place of programs offered by provincial schools for the blind and deaf;
- d) special transportation for adapted vehicles and individualized transportation;
- e) alterations to existing facilities to accommodate disabled pupils;
- f) personalized special equipment.

Programs and services provided by school boards receive further assistance from the Ministry through:

- grants for programs that are in place of programs offered by Provincial Schools for the Blind and Deaf;
- special transportation allowance for adapted vehicles and individualized transportation;
- capital grant allowances for altering existing facilities to accommodate disabled pupils;
- grants for personalized special equipment.

At present, school boards are encouraged to provide, directly or indirectly, a continuum of services that would provide as full a range of placements as possible to meet the needs of each exceptional pupil.

Schools for the Visually Impaired

The W. Ross MacDonald School is a residential school in Brantford, providing instruction from kindergarten on through secondary school graduation, for visually impaired and deaf/blind students for whom no suitable program is available through local school boards.

Additionally, the school provides training for teachers to the blind and deaf/blind, provides large print, braille and audio tape learning materials to school-aged and post-secondary students on request and serves as a provincial resource centre which offers consultative and assessment services to school boards which are developing educational programs for visually impaired persons.

For more information, contact:

- ▷ W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Schools for the Hearing Impaired

These schools provide educational instruction from kindergarten to secondary school graduation, for hearing impaired students for whom no suitable local board program is available. These are: Sir James Whitney School, Belleville; Ernest C. Drury School, Milton and Robarts School, London. For further information, contact:

- ▷ Sir James Whitney School
350 Dundas Street West
Belleville, Ontario K8P 1B2
(613) 962-5361
(613) 962-6566 (TDD)

- ▷ Ernest C. Drury School
255 Ontario Street South
Milton, Ontario L9T 2M5
(416) 878-2851
(416) 878-7195 (TDD)
- ▷ Robarts School
1090 Highbury Avenue
P.O. Box 7300
London, Ontario N5Y 4V9
(519) 453-4400
(519) 453-4400 (TDD)

The schools serve as regional resource centres, providing consultative services to school boards developing local programs, providing audiological, psychological and language assessment services and counselling for parents of pre-school children.

***Personalized
Special
Instructional
Equipment
Grant***

Grants are provided to school boards for the purchase of personalized instructional equipment for disabled pupils, e.g., phonic ear, controlled reading machines, speech trainer, etc., only upon the verification of a clinician and an educator.

Printed material describing the program is available from the ministry's six regional offices:

- ▷ Northwestern Ontario Region
Thunder Bay, Ontario
(807) 475-1581
- ▷ Midnorthern Ontario Region
Sudbury, Ontario
(705) 675-4436

Education

- ▷ Northeastern Ontario Region
North Bay, Ontario
(705) 474-7210
- ▷ Eastern Ontario Region
Ottawa, Ontario
(613) 225-9210
- ▷ Western Ontario Region
London, Ontario
(519) 472-1440
- ▷ Central Ontario Region
Willowdale, Ontario
(416) 491-0330

Children's Treatment Centres

The Ministry of Education shares the cost of providing education and other services to physically disabled children at treatment centres across Ontario.

For additional information on education programs in Children's Treatment Centres contact:

- ▷ Ministry of Education
Special Education Branch
17th Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 1L2
(416) 965-2662

Programs of Education in Non-School Settings

Local school boards provide instruction for school-age children who are homebound or hospitalized due to temporary illness or disability.

The minimum three hours per week instruction may be augmented by correspondence courses.

For further information contact the local school board or:

- ▷ Ministry of Education
Special Education Branch
17th Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 1L2
(416) 965-2662

Post-Secondary Education Facilities for Disabled Students

Disabled students attending almost any one of Ontario's post-secondary institutions will find their needs at least partially accommodated.

Support services are provided for hearing impaired students. Sign language or oral interpreters, note takers and/or amplification devices are available free of charge to part-time students enrolled in credit courses at post-secondary institutions.

Audio and braille transcription services are provided. Transcriptions of textbooks and other resource materials are available free of charge to print handicapped students taking credit courses at post-secondary institutions.

The Ministry of Colleges and Universities publishes a directory of these institutions entitled, **"Horizons, a guide to post-secondary education in Ontario."** In addition to the information contained in the guide on academic and financial services available at each school, are listings of co-ordinators of disabled students' services and facilities available to disabled

students at each college and university in Ontario.

To obtain a copy of "Horizons" or for more information regarding other programs and services contact:

- ▷ Ministry of Colleges and Universities
14th Floor, Mowat Block
900 Bay Street
Toronto, Ontario M7A 1L2
(416) 965-6407

The five Colleges of Agricultural Technology operated by the Ministry of Agriculture and Food have made efforts to increase the level of accessibility available to the disabled student. Many new buildings have been designed to be accessible and, where possible, older buildings are being modified with ramps, accessible washrooms and other facilities.

For further information, contact:

- ▷ Ministry of Agriculture and Food
Education and Research Division
1st Floor, Guelph Agriculture Centre
P.O. Box 1030
Guelph, Ontario N1H 6N1
(519) 823-5700

Transcription Services for Post- Secondary Students

The Ministry of Colleges and Universities offers a braille and audio transcription service for print hand-capped post-secondary students. Students can make requests through their school for transcriptions of course-related textbooks and reference materials.

For further information contact any college or university, or:

- ▷ W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Educational Support Services

Educational Support Services is a Ministry of Colleges and Universities sponsored program, administered by the Canadian Hearing Society. This program provides sign language or oral interpreters, notetakers and amplifications devices for hearing impaired students attending Ontario post-secondary institutions.

Priority is given to part-time students since full-time students generally have access to funding for these support services from the Ministry of Community and Social Services.

For additional information contact your local college or university or the:

- ▷ Canadian Hearing Society
Interpreter Services
271 Spadina Road
Toronto, Ontario M5R 2V3
(416) 964-9595
(416) 964-0023 (TDD)
Attention: Provincial Co-ordinator

Student Bursaries

The Ministry of Northern Development and Mines, in conjunction with the Ministry of Community and Social Services and the Ministry of Health, provides bursaries of \$5,000 each to students in professional social services and certain medical service programs to locate in Northern Ontario. One year of service for each year of bursary is expected, with the hope the graduate will remain in Northern Ontario.

Eighteen bursaries in speech pathology, psychometry and social work are funded by the Ministry of Northern Development and Mines and administered by the Ministry of Community and Social Services.

Medical disciplines eligible for bursaries include: audiology, speech pathology, physiotherapy and occupational therapy. Bursaries granted to graduates of these groups are funded by the Ministry of Northern Development and Mines and administered by the Ministry of Health.

For the nearest Northern Affairs officer, see the back of this guide.

Equal Employment Opportunities

The Human Resources Secretariat policy provides for equality of employment opportunities for disabled persons in the Ontario Public Service. Initiatives supporting the policy include:

- outreach recruitment, in co-operation with agencies for disabled persons, through the Council of Equal Employment for the Disadvantaged (CEED);
- counselling services;
- arrangement of appropriate work stations in support of a vocational rehabilitation program.

For additional information on the initiatives listed above, please contact:

- ▷ Human Resources Secretariat Program Review and Employment Services Section
1st Floor, Frost Building South
Queen's Park
Toronto, Ontario M7A 1Z5
(416) 965-6081
(416) 965-4343 (TDD)

Vocational Rehabilitation Services

The Ministry of Community and Social Services offers this program to provide a wide variety of services to enable persons vocationally handicapped by physical, emotional or intellectual disabilities to prepare for employment.

Services provided include vocational counselling and assessment, the provision of assistive devices, vocational training and job placement.

Vocational rehabilitation counsellors are situated in most of the Ministry's offices across the province. Applicants unable to get to a Ministry office may be visited at home.

Vocational Rehabilitation Workshops

The Ministry partially funds non-profit organizations to operate workshop programs that provide vocational assessment, training, and/or sheltered employment for disabled persons. There are approximately 160 such workshops in the province.

Youth Employment Programs

The Ministry of Skills Development administers a range of youth employment programs. Offering important training and on-the-job experience, these programs provide year-round opportunities. Disabled youth may obtain more information by calling:

- ▷ Ontario Youth Hotline
1-800-387-0777 (toll free) 1-800-387-0743 (TDD)

Employment Standards Act and Regulations

The Employment Standards Branch of the Ministry of Labour enforces the Employment Standards Act and Regulations which provide basic protection and standards for Ontario workers, including handicapped persons.

Recorded messages referring to seven specific employment standards are available to telephone enquirers 24 hours a day throughout the province. Special numbers are listed in the blue pages or can be obtained from the operator.

The booklet “**A Guide to the Employment Standards Act**” outlines the basic protections, in readable form. It can be received, free of charge, by contacting:

- ▷ Ministry of Labour
Employment Standards Branch
3rd Floor, 400 University Avenue
Toronto, Ontario M7A 1V2
(416) 965-5251

Handicapped Employment Program

This program works to increase employment opportunities for disabled persons through:

- extensive contact with employers to encourage positive personnel practices in employing disabled persons;
- supporting local employment projects initiated by agencies and self-help groups;
- conducting seminars for organized labour, educators and health care professionals which focus on their role in the employment of disabled persons;
- identifying and suggesting methods to overcome employment barriers to the disabled job seeker and the employer;
- providing information and resource materials, promotional and educational tools, plus display units accompanied by information specialists at province-wide events;
- referral to community resources and advice to job seekers who are disabled about effective strategies to access the current labour market.

The Ministry of Labour publishes a number of information kits that are of assistance to handicapped persons and employers. For these and any additional information contact:

- ▷ Ministry of Labour
Handicapped Employment Program
10th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-2321
(416) 965-2817 (TDD)

Ontario Human Rights Code

The Human Rights Code of the province protects, among others, mentally and physically disabled persons from discrimination in these areas:

- services, goods, facilities;
- accommodation;
- contracts;
- employment, and
- membership in vocational associations and trade unions.

The Code forbids harassment of handicapped persons in the areas of employment and accommodation. It also forbids reprisals against anyone lodging a complaint. The Ontario Human Rights Commission publishes several brochures, including: **“Human Rights — Discrimination Because of Handicap”**.

For additional information or literature, contact your nearest Ontario Human Rights Commission office, listed in the telephone directory or:

▷ Ministry of Labour
Ontario Human Rights Commission
12th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-6841 (416) 965-6871 (TDD)

Occupational Health and Safety Act

This legislation seeks to improve worker health and safety in Ontario workplaces.

Occupational Health and Safety Division's Safety Studies Service has the capability to provide work related advice in the area of ergonomics (adapting the work environment, including equipment and machinery to suit the needs of the workers).

For additional information, contact the nearest

office of the Ministry of Labour, or:

- ▷ Ministry of Labour
Occupational Health and Safety Division
9th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-4125

Workers' Compensation Act

Financial Support and Rehabilitation

Services: The Workers' Compensation Board of Ontario provides financial support for wage loss, medical rehabilitation services and vocational rehabilitation assistance for industrially disabled workers whose claims have been approved.

The Board's Vocational Rehabilitation Services provides personal and employment counselling, job placement, skills training, training-on-the-job, academic upgrading, prosthetic devices and other rehabilitative aids to assist with mobility.

To obtain copies of brochures or additional information on programs and services available contact:

- ▷ Workers' Compensation Board
2 Bloor Street East
Toronto, Ontario M4W 3C3
(416) 927-9555 Zenith 61700 (toll free)

Office of the Worker Adviser: The Office of the Worker Adviser (OWA) is available to all claimants for benefits under the Workers' Compensation Act for advice and representation in pursuing their claims under the Act.

The OWA represents injured workers at all decision-making and appeal levels of the Ontario workers' compensation system, including the new Workers' Compensation Appeals Tribunal. Established on

October 1, 1985, the OWA has a head office in Toronto, with satellite offices in east and west Toronto, plus regional offices in Windsor, London, Kitchener, Hamilton, Ottawa, Sudbury and Thunder Bay. Services are available in both English and French, as well as a number of other languages.

For further information contact:

- ▷ Office of the Worker Adviser
Suite 509, 434 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-8570

Vocational and Psychiatric Rehabilitation Services

Offered at all ten provincial psychiatric hospitals, these services are designed to render psychiatrically disabled persons fit to engage in a substantially gainful occupation, as provided for under the Vocational Rehabilitation of Disabled Persons Act and Agreement. The majority of the hospitals offer these services to both in-patients and out-patients.

The Ministry of Health also funds Community Mental Health Services Programs, which provide rehabilitation and vocational services. The focus of the programs is the reintegration of the psychiatric patient into the community. Through vocational or skills training, education or socialization, these programs aim to reduce functional deficits and assist the individual toward normal social roles and activities.

For further information on either of these programs contact:

- ▷ Ministry of Health
Mental Health Operations Branch
8th Floor, Hepburn Block, Queen's Park
Toronto, Ontario M7A 1R3
(416) 965-6236

Assistive Devices Program

Extensions to the Assistive Devices Program of the Ministry of Health have recently been introduced which provide for coverage of persons beyond the age of 21 years. For a further description of the Assistive Devices Program, see page 46 of this guide.

Genetic Services

Administered by the Ministry of Health, genetic services include pre-natal, biochemical, cytogenetic diagnostic services and genetic counselling. They are available in the province's five Health Science Centres, in the four community clinics in Northern Ontario and in two community clinics in Southern Ontario.

Perinatal Care

The Ministry has established perinatal units in eight Ontario centres for the treatment of high-risk mothers and newborn babies. An additional two units are planned.

Infant Care

Two pamphlets are available on services to prevent disability in infants and children:

- **“Newborn Screening: ensuring a healthy start”** about the early identification of infants with phenylketonuria (PKU) and congenital hypothyroidism (CH).
- **“Immunization – Their Best Protection”** about the need to immunize children against diphtheria, tetanus, whooping cough, polio, measles, rubella (German measles) and mumps.

For copies of these publications or additional information on perinatal care or genetic services, contact your local municipal health unit or:

- ▷ Ministry of Health
Communications and Information Branch
9th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101
or Zenith 69100

Psychiatric Hospital Programs

Psychiatric hospital programs provide a variety of services to adults in acute and long-term care, as well as out-patient services.

Community Mental Health Services Program

The Ministry of Health funds community-based programs for adults in need of mental health, alcohol and addictions services. The programs are designed to reduce the frequency and duration of admissions to psychiatric facilities, to treat patients in the home and the community, and to reduce the risk of mental disorders in high risk groups.

Funded under this initiative are services such as: prevention and self-help programs; counselling and treatment for adults with alcohol and drug-related problems; and housing and rehabilitation services.

Chronic Hospitals and Chronic Units in Public Hospitals

Chronic care is available in hospitals throughout Ontario for those who have long-term illnesses or disabilities which cannot be treated at home.

Chronic care facilities provide patients with room, board and other basic necessities, in addition to required health care.

All chronic care patients who are able, participate in activation programs designed to maintain

physical activity and interest in the community.

With increased emphasis on rehabilitation in chronic care facilities, in-patient units provide multi-disciplinary programs for patients who have the potential for improvement.

Out-Patient Rehabilitation Centres

All adult out-patient rehabilitation centres provide comprehensive rehabilitation programs including pre-vocational assessment and some vocational training.

For additional information on chronic care and out-patient centres, contact:

- ▷ Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-0928

Physical Medicine and Rehabilitation Services in Public Hospitals

Most large hospitals have complete rehabilitation departments that offer in-patient and out-patient therapy programs and counselling services.

General rehabilitation units provide multi-disciplinary programs for patients recovering from such conditions as multiple or severe fractures, stroke, amputation or neuromuscular conditions.

Public hospitals may refer more complex long-term rehabilitation cases to specialized rehabilitation units.

Special Rehabilitation Units and Hospitals

These centres are regional and provide both in-patient and out-patient care. Services are similar to those of a general rehabilitation unit but patients usually have complicated problems requiring more specialized programs, including counselling and pre-vocational assessment. A number of centres specialize, for example, in spinal cord injuries, amputations, or services for children.

Geriatric Day Hospitals

Rehabilitation of the sick and disabled elderly takes place in a number of settings.

It is available, for example, on an in-patient or out-patient hospital basis within rehabilitation departments or through home care programs.

Patients who require two or more rehabilitation sub-specialties for two or more hours, two or more times a week, in a supportive environment which promotes remotivation are suitably rehabilitated in a geriatric hospital.

Geriatric day hospital programs are now available at more than 25 Ontario hospitals. Persons referred to the programs by their doctors must meet the criteria of the individual program.

For more information on special rehabilitation units and hospitals and on geriatric day hospitals, contact:

- ▷ Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-0928

Ontario Health Insurance Plan (OHIP)

OHIP is a provincial government sponsored plan of health insurance for Ontario residents. It provides a wide range of benefits for medical, hospital and certain other health practitioners' services.

OHIP provides assistance to disabled persons in two ways:

- 1) In most cases, the person can continue to be covered under his/her parents' family OHIP insurance after turning 21.
- 2) Those who are maintaining their own coverage, but are unable to pay OHIP premiums as a result of a disability may be eligible for assistance in the payment of premiums.

For additional information contact your local OHIP office.

TOLL FREE NUMBER		
Barrie*	(705) 726-0326	1-800-461-7597 (From Area 705)
Hamilton	(416) 521-7100	1-800-263-2197 (From Area 416) 1-800-263-2162 or 1-800-263-2187 (From Area 519)
Kenora*	(807) 468-9554 or (807) 468-3610	Zenith 69100
Kingston	(613) 546-3811	1-800-267-0933 (From Area 613)
Kitchener*	(519) 745-8421	1-800-265-2385 (From Area 519)
London	(519) 433-4561	1-800-265-4703 (From Area 519)
Mississauga	(416) 275-2730	Zenith 96420 (Caledon Area) 1-800-387-9468 (From Area 416)

Health Services

		TOLL FREE NUMBER
Oshawa	(416) 434-3700	1-800-263-3814 (From Area 416) 1-800-263-3953 (From Area 705)
Ottawa	(613) 566-2740	1-800-267-1912 (From Area 613)
Owen Sound*	(519) 376-6447	1-800-265-3190 (From Area 519)
Peterborough*	(705) 743-2140	Zenith 96420
St. Catharines*	(416) 682-6658	1-800-263-4973 or 1-800-263-4978 (From Area 416)
Sarnia*	(519) 337-2348	1-800-265-1453 (From Area 519)
Sault Ste. Marie*	(705) 759-8598	Zenith 96420
Sudbury	(705) 675-4261	1-800-461-4006 (From Area 705)
Thunder Bay	(807) 475-1351	Zenith 96420
Timmins*	(705) 264-5388	Zenith 96420
Toronto	(416) 482-1111 (district office) (416) 965-1000 (Public Liaison Unit*)	
Windsor*	(519) 258-7560	Zenith 69100

*

Information Office Only
– no claims processed

Sales Tax Exemptions

The purchase of the items listed below is exempt from provincial sales tax:

- artificial limbs and other prosthetic appliances or equipment defined by the Minister;
- orthopaedic appliances;
- hearing aids and batteries for them;
- equipment designed solely for the use of visually impaired or physically handicapped persons.

The purchase of a motor vehicle used to transport someone permanently physically disabled may be eligible for a sales tax rebate. A disabled individual, family member or religious, charitable or non-profit organization providing this transportation can apply for the rebate.

For additional information or copies of the two guides, “**Exemptions for the Disabled**”, and “**Motor Vehicle Tax Refunds for the Physically Handicapped**”, contact your nearest Retail Sales Tax office of the Ministry of Revenue, listed in the blue pages of the telephone directory.

Work Incentive Program (WIN)

Recipients of GAINS D wishing to start full-time employment can receive assistance from the Ministry of Community and Social Services. Depending on family size and earnings, qualified applicants may be eligible for monthly cash benefits for up to two years. WIN participants are also eligible for “back to work” expenses as well as free OHIP, drug card, eye glasses and dental care.

For additional information on this program, contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.

Family Benefits Allowance GAINS D

Through the Ministry of Community and Social Services, a monthly cash allowance and other benefits are available to individuals and families who are in need of long-term financial assistance and are elderly, disabled, blind or a parent raising children alone. The amount of the allowance varies with the size of the family, age of children (if applicable), living circumstances and other special needs.

A certain amount of employment earnings is allowed without affecting the cash allowance. Disabled persons may also accumulate savings to purchase special items without jeopardizing their eligibility. This requires advance approval by the Ministry's Director of Income Maintenance.

Supplementary Aid and Special Assistance

Municipalities administer the General Welfare Assistance program which allows them to provide such special items as prostheses and wheelchairs to those eligible.

For additional information on the two preceding programs contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.

Ontario Provincial Parks

The Ministry of Natural Resources publishes “**Ontario Provincial Parks Guide**” which lists facilities and parks accessible to physically disabled persons.

The guide lists provincial parks having ramps for comfort stations. Additional signs are being added to assist disabled persons in using park facilities.

Parks’ staff are trained to deliver services to disabled persons and group camping facilities are also being developed.

Design standards for future parks and recreational areas being developed by the Ministry ensure greater accessibility for physically disabled persons. Access to service buildings is being expanded through modified parking, boardwalks, ramps, grading and signs.

For a copy of “**Ontario Provincial Parks Guide**”, or additional information, contact the nearest district office of the Ministry of Natural Resources, or:

- ▷ Ministry of Natural Resources
Public Information Centre—Parks
Room 1640, Whitney Block, Queen’s Park
Toronto, Ontario M7A 1W3
(416) 965-3081

Recreation and Leisure

The Ministry of Tourism and Recreation offers a variety of programs and services that aid in developing increased involvement in sports, fitness and other recreational activities, for all persons.

The programs and services to provincial organizations are available from consultants located at the Head Office. Local and regional services are administered through Tourism and Recreation Operations offices located throughout the province. Consultants

work with agencies and community groups in the design of these activities and also help in the creation of other sports and recreation programs for disabled persons with special needs.

Tourism and Recreation Operations offices have a wide variety of printed information available. The Ministry's Resource Centre located in Toronto is also suited to provide information on all aspects of sport, recreation and other leisure activities. For more information contact the nearest Tourism and Recreation Operations office listed at the back of this guide or:

- ▷ Ministry of Tourism and Recreation
Resource Centre
77 Bloor Street West, 9th Floor
Toronto, Ontario M7A 2R9
(416) 965-6763

New Service for Hearing Impaired

People with hearing or speech disabilities now have easier access to telephone service for Ontario travel information.

The Ministry of Tourism and Recreation has installed a Telecommunications Device for the Deaf, better known as TDD, which enables the hearing impaired to make telephone calls using regular telephone lines.

The TDD operator converses via typed messages that appear on a visual display area above the keyboard.

Anyone with a TDD can request Ontario travel information by calling (416) 965-6027.

Publications

Leisure: A manual entitled “**Exploring the Environment with the Handicapped**”, has been produced for the purpose of assisting leaders of handicapped children to investigate the natural world. It was prepared by the Ministry of the Environment in co-operation with the Boy Scouts of Canada, Provincial Council of Ontario, and the Scouting with the Handicapped Advisory Committee for the 1979 International Year of the Child.

The book is used by the Boy Scouts of Canada in their existing programs for handicapped children.

The preface states that there are very few environmental education resource materials on today's market that encourage a person with limited environmental knowledge to work and learn with handicapped youngsters out of doors. The book describes education activities relating to air quality, astronomy, birds, insects, lawns, nature hikes, snow, soil, trees, water, waste, weather, and arts and crafts.

Copies are sold through the Ontario Government Bookstore, 880 Bay Street, Toronto, M7A 1N8. The price is \$3.00 and should be ordered directly from the bookstore.

Travel: A guide entitled “**Accommodations**” identifies establishments which cater specifically to the needs of disabled persons. It is available to the public at all Ministry Travel Information Centres, Chambers of Commerce, Auto Clubs, Travel Associations and Tourism Canada.

For more information, contact:

- ▷ Ontario Travel
(416) 965-4008 (English) (416) 965-3448 (French)
Toll free lines for continental North America:
1-800-268-3735 (English) 1-800-268-3736 (French)

The reference manual “**Travel Counsellors’ Directory**” contains details on the accessibility of facilities for disabled persons at major events and attractions in Ontario.

The directory is designed for use by travel counsellors only. Access to the manual can be obtained by contacting Ministry Travel Information Centres, Chambers of Commerce, Auto Clubs, Travel Associations and Tourism Canada.

Ontario Sports Travelcade

The Ministry has a 45 foot travelling van with a fully equipped sports library and a staff of sport specialists.

According to needs and priorities, the Travelcade van makes one or two visits to Ontario centres holding clinics and workshops and can respond to the needs of athletes, coaches, trainers and others interested in sports. Requests for the van’s visit should be made well in advance.

Provincial Games for Disabled Persons

The Ministry provides funds for holding regional competitions in track and field, weight-lifting, archery, basketball, snooker and other events, leading to the annual Provincial Games for Disabled Persons. Successful regional competitors 11 years and older are eligible for the Provincial Games.

Grants Programs

Lottery funds are available to community groups for sports, fitness and recreation projects. Information is available through the regional offices of the Ministry of Tourism and Recreation, listed at the back of this guide.

Other Programs and Services

Consulting services and financial support are provided to four provincial sports associations for persons with visual impairment, cerebral palsy, amputees and those using a wheelchair. In addition, staffing of a co-ordinating office at the Ontario Sports Centre is also provided. Contact may be made through a Community Programs Office or:

- ▷ Ministry of Tourism and Recreation
Sports and Fitness Branch
77 Bloor Street West, 8th Floor
Toronto, Ontario M7A 2R9
(416) 965-4591
or
- ▷ Physically Disabled Sports Office
1220 Sheppard Avenue East
Willowdale, Ontario M2K 2X1
(416) 495-4163

Ontario Place

Ontario Place, the popular summer entertainment and recreational attraction in Toronto, is highly accessible to those using wheelchairs.

To obtain an accessibility map, or for more information, contact:

- ▷ Ontario Place Corporation
955 Lakeshore Boulevard West
Toronto, Ontario M6K 3B9
(416) 965-7619

Services for Children

The following programs are offered or administered by the Ministry of Community and Social Services. For additional information, contact the nearest Ministry office, listed at the back of this guide.

Autistic Children and Adults

Autistic persons and their families are assisted by a variety of programs including some residential opportunities, assessment, individual family and support services and parent relief.

Child Welfare Services

Children's Aid Societies (CAS) assist families with child raising responsibilities by providing a range of support services.

Many families seeking help have children with disabilities of a learning, mental, emotional or physical nature.

Adoption services make a special effort to find homes for disabled children. The newspaper column, "**Today's Child,**" the T.V. program "**Family Finder**" and the availability of subsidized adoptions all contribute to satisfying the needs of the disabled child.

Community Mental Health Services

Children's Mental Health Centres and Regional Centres for emotionally disturbed children and youth have been set up across the province to provide numerous services including emergency services, out-patient and in-patient care, therapeutic day care and community services.

Day Nurseries Services

The Ministry licenses day care centres and nursery schools which provide spaces for six or more children.

Some of these centres serve disabled and non-disabled children on an integrated basis and other centres are for the exclusive use of developmentally or physically disabled children.

To obtain the brochure, “**Day Care Tips**”, or for additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

Handicapped Children's Benefits

A monthly allowance to assist with extraordinary costs is available to families caring for a severely handicapped child in the home. Drug and dental coverage are also provided.

In determining eligibility, the age of the child, the degree of dependency resulting from the handicap, the types of costs incurred and the family's financial circumstances are taken into consideration.

For additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

Special Services at Home

The Special Services at Home Program was established to help parents whose developmentally handicapped child lives at home with them.

Special Services at Home is a program of financial assistance which enables a child to receive necessary equipment and services at home which are not already available in the community. It may include the purchase of special equipment to assist in daily living or an assessment of the child's condition. It

may also include arranging for the assistance of a person trained in behaviour management.

For additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

Assistive Devices Program

The Assistive Devices Program (ADP) pays 75% of the cost of medically necessary equipment and supplies for Ontario residents, 22 years of age and under. Eligible devices include prostheses (artificial limbs, eyes, breasts and maxillo-facial); orthotic devices; hearing, visual and communication aids; ostomy and incontinence supplies; wheelchairs and mobility aids and respiratory equipment and supplies.

As well, ADP will pay 75% of the cost of prostheses and respiratory equipment for eligible people of all ages.

Eligibility for ADP will be extended by one year each July 1st (eg. to people 23 years of age and under in 1987, 24 and under in 1988, etc.) until the program is extended to cover all age groups for all categories of device included in the program.

For more information, contact:

- ▷ Ministry of Health
Assistive Devices Program
15 Overlea Boulevard, 6th Floor
Toronto, Ontario M4H 1A9
(416) 963-1956
1-800-268-6021 (toll-free)
1-800-268-6023 (TDD)

Cleft Lip and Palate

The Ministry of Health will pay 75% of the costs of a specialized dental treatment program for children and young people with cleft lip and palate. To be eligible for assistance, patients must be under 21, register at a designated clinic of their choice and attend a multi-disciplinary assessment program.

For further information, contact:

- ▷ Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8161

Children's Treatment Centres

On an out-patient basis, the Centres provide multi-disciplinary co-ordinated programs, including education, counselling and other rehabilitation services for physically handicapped children from infancy to 19 years, and in some cases to 21 years.

The services are designed to assist each child in reaching their greatest level of achievement in their own community.

For additional information, contact:

- ▷ Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8174

The Ministry of Transportation and Communications provides funding to municipalities that offer transportation services to physically disabled persons unable to board regular transit vehicles.

The Ministry also makes substantial funds available to municipalities to improve accessibility to existing transit systems for ambulatory disabled persons as well as those with visual/hearing impairments. To obtain the publication entitled **“Transportation for the Physically Disabled - Policy Summary”** or additional information regarding these programs, contact:

- ▷ Ministry of Transportation and Communications
Transit Office
3rd Floor, West Tower
1201 Wilson Avenue
Downsview, Ontario M3M 1J8
(416) 248-3785
(416) 248-3331 (TDD)

Municipal Parking Programs and the Disabled Symbol Licence Plate

Municipalities have the authority to implement and enforce privileged on and off-street parking for disabled persons. Under the authority of the Municipal Act, municipalities can provide identification for vehicles operated by disabled persons or drivers transporting disabled persons and can require parking lot operators to provide special parking areas.

The provincial “disabled symbol” licence plate is equivalent to a municipal permit and confers the same benefits to the holder under the local bylaw. The Ministry of Transportation and Communications issues the plate free of charge. These allow physically disabled drivers and/or others driving them to park in designated parking spots throughout the province.

To obtain information regarding the disabled symbol licence plate, contact your local Ministry of Transportation and Communications “Drivers and Vehicles Licence Office”. Full information on municipal regulations is available from the clerk of each municipality. Check the blue pages of the telephone directory.

Motor Vehicle Safety Inspection Program

The safety inspection program, available throughout Ontario, makes it mandatory for a bus or van transporting physically disabled passengers to undergo inspection. The vehicle must display a vehicle inspection sticker as evidence that it has been inspected and complies with the safety requirements set out in Ontario Regulation 483 of the Highway Traffic Act.

To obtain information regarding this program, contact your local Ministry of Transportation and Communications “Drivers and Vehicles District Office” listed in the blue pages of the telephone directory.

Vehicles for Personal Use

A publication, "**Guide for Disabled Drivers in Ontario**" jointly prepared by the Ministry of Transportation and Communications and the Office for Disabled Persons deals with subjects including:

- what is the right equipment for you;
- where to buy equipment;
- where to get driving instruction;
- how to choose the right vehicle;

is available from:

- ▷ Ministry of Transportation and Communications
Public and Safety Information Branch
(416) 248-3501
(416) 248-3331 (TDD)
and Office for Disabled Persons
(416) 965-3165 (Voice/TDD)

Co-ordinator, Transportation for Disabled Persons: A coordinating function related to transportation for disabled persons has been established in the Municipal Transportation Policy Planning Branch in order to coordinate Ministry activities on various matters related to transportation for disabled persons and to facilitate contact with the most appropriate office within the Ministry.

The co-ordinator can be contacted at:

- ▷ Ministry of Transportation and Communications
Municipal Transportation Policy
Planning Branch
3rd Floor, West Tower
1201 Wilson Avenue
Downsview, Ontario M3M 1J8
(416) 248-7402

General Inquiry Numbers

For additional information on the programs listed in this booklet, or referral to other provincial government programs and services call:

Toronto — Citizens' Inquiry Bureau	965-3535 (collect calls accepted)
Ottawa — Access Ontario	566-2721
London	679-7000
Sudbury	675-4574
Thunder Bay	475-1345

From other parts of Ontario, dial zero and ask for Zenith Ontario.

For general information in French on Ontario government programs, call Renseignements-Ontario at 1-800-268-7507. From area code 807 only, call (416) 965-3865 (collect calls accepted)

Ontario Government TDD Numbers

A Telecommunications Device for the Deaf, or TDD, is a device that enables deaf and speech impaired people to communicate by telephone. The Visual Ear, the Superprint, the Minicom and the Inteletype are types of Telecommunications Devices for the Deaf.

Provincial Government Inquiries:

Ontario-wide	1-800-268-7095
Toronto	(416) 965-5130
Ottawa	(613) 566-2761

Ministry of the Attorney General ... (416) 965-6470

General Inquiry Numbers

Ministry of Community and Social Services

Barrie	(705) 737-1311
Belleville	(613) 962-2927
Cornwall	(613) 932-5750
Hamilton	(416) 521-7303
Kingston	(613) 544-5099
London	(519) 438-5111
Oshawa	(416) 576-5570
Ottawa	(613) 234-9627
St. Catharines	(416) 688-3022
Toronto	(416) 763-5568
Waterloo-Kitchener	(519) 886-6523
Windsor	(519) 254-3911

Ministry of Consumer and Commercial Relations

Consumer Information Centre	(416) 963-0808
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Ministry of Health

Assistive Devices Program	1-800-268-6023
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Human Resources Secretariat	(416) 965-4343
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Ministry of Labour

Handicapped Employment Program ..	(416) 965-2817
Ontario Human Rights Commission (Head Office)	(416) 965-6871
Ontario Human Rights Commission ..	(416) 273-6648

Office for Disabled Persons	(416) 965-3165
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General Inquiry Numbers

Ministry of Skills Development

Ontario Youth Hotline 1-800-387-0743

Ministry of Tourism and Recreation

Travel Information (416) 965-6027

Ministry of Transportation and

Communications 416-248-3331

Northern Affairs Officers

In 30 Northern Ontario communities and approximately 40 satellite communities the Ministry of Northern Development and Mines provides information on all Ontario government programs and services. If disabled persons require assistance with government, the Northern Affairs Officers will assist and, if necessary, make visits to homes.

For further information, contact the nearest office in your vicinity, listed at the back of this guide.

Office for Disabled Persons

The Office for Disabled Persons provides information on programs and services available through various government ministries and from other levels of government and the community.

Qualified personnel will also assist disabled persons and their families in reaching the appropriate ministry/agency.

For more information, contact:

- ▷ Office for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 965-3165 (Voice/TDD)

***Ministry of
Community and
Social Services***

Northern Ontario Area Offices

Sudbury	(705) 675-4515
Thunder Bay	(807) 475-1345
North Bay	(705) 474-4452

District Offices

Timmins	(705) 267-7901
Sault Ste. Marie	(705) 759-8244
Sudbury	(705) 675-4515
North Bay	(705) 474-3540
Thunder Bay	(807) 475-1515
Kenora	(807) 468-3056
Fort Frances	(807) 274-9846

Central Ontario Area Offices

Toronto	(416) 965-1433
Barrie	(705) 737-1311
Mississauga	(416) 276-7670

Southeastern Ontario Area Offices

Kingston	(613) 545-0539
Peterborough	(705) 742-9292
Ottawa	(613) 234-1188

Southwestern Ontario Area Offices

Hamilton	(416) 521-7280
London	(519) 438-5111
Waterloo	(519) 886-4700
Windsor	(519) 254-1651

Ministry of Health

These Ministry of Health Home Care Program offices are responsible for the delivery of acute and chronic home care services, as described on page 14. The offices are also responsible for providing information on the Assistive Devices Program, mentioned on page 46.

For additional information contact your nearest Home Care office:

Belleville	(613) 966-3530
Brampton	(416) 791-9400
Brantford	(519) 759-7752
Brockville	(613) 345-0060
Burlington	(416) 639-5141
Chatham	(519) 351-9780
Clinton	(519) 482-3411
Cornwall	(613) 933-1375
Fort Frances	(807) 274-9384
Guelph	(519) 823-2550
Hamilton	(416) 523-8600
Huntsville	(705) 789-8828
Kenora	(807) 468-6740
Kingston	(613) 549-1239
Kirkland Lake	(705) 567-9355
Lindsay	(705) 324-9165
London	(519) 663-5410
Midhurst	(705) 722-3344
Mississauga	(416) 820-3541
Newmarket	(416) 895-1240

Telephone Listings

North Bay	(705) 476-1144
Oshawa	(416) 723-8531
Ottawa	(613) 722-2029
Owen Sound	(519) 371-2112
Parry Sound	(705) 746-9321
Pembroke	(613) 735-4133
Peterborough	(705) 743-2212
Sarnia	(519) 336-8112
Sault Ste. Marie	(705) 949-1650
Simcoe	(519) 426-7400
St. Catharines	(416) 684-9441
St. Thomas	(519) 631-9907
Stratford	(519) 273-2010
Sudbury	(705) 522-3460
Thunder Bay	(807) 623-4977
Timmins	(705) 267-1181
Toronto	(416) 229-2929
Waterloo	(519) 886-8160
Windsor	(519) 253-4612
Woodstock	(519) 539-1284

If there is not a Home Care office in your area,
contact the Ministry of Health, directly, at
(416) 963-1360/4 or dial "0" and ask for Zenith 69100.

Telephone Listings

***Ministry of
Northern
Development
and Mines***

Northern Affairs Officers

Northeastern Ontario (Area Code 705)

Blind River	356-2226
Chapleau	864-1515
Cochrane	272-4274
Elliot Lake	848-7133
Espanola	869-1532
Hearst	362-4358
Iroquois Falls	232-4001
Kapuskasing	335-6008
Kirkland Lake	567-3291
Mindemoya	377-5396
Moosonee	336-2991
New Liskeard	647-7391
North Bay	472-3911
Parry Sound	746-4296
Sault Ste. Marie	254-6623
Sturgeon Falls	753-2900
Sudbury	675-4451
Timmins	267-1401
Wawa	856-2354

Northwestern Ontario (Area Code 807)

Atikokan	597-2701
Dryden	223-5231
Fort Frances	274-5329
Geraldton	854-0266
Ignace	934-2260

Telephone Listings

Kenora	468-5548
Marathon	229-1153
Rainy River	852-3287
Red Lake	727-2870
Sioux Lookout	737-1318
Thunder Bay	475-1425
In outlying northern areas, dial zero and ask for Zenith 33160 (toll-free).	

Ministry of Tourism and Recreation

All Ministry sponsored programs and services are delivered through the regional offices located across the province. For additional information or assistance, contact the regional office nearest you:

Northwestern Region (Area Code 807)

Thunder Bay	475-1255
Kenora	468-6481
Fort Frances	274-3259
Dryden	223-2271

Northeastern Region (Area Code 705)

North Bay	474-3821
Sault Ste. Marie	942-3751
Sudbury	675-4346
Timmins	267-7117

Eastern Region

Brockville	(613) 342-5522
Kingston	(613) 547-2235
Ottawa	(613) 566-3725
Peterborough	(705) 748-3711

Telephone Listings

Central Region

Barrie	(705) 737-3301 1-800-461-4499 (toll-free)
Hamilton	(416) 521-7244
Huntsville	(705) 789-4448
Orillia	(705) 325-1363
Owen Sound	(519) 376-3875
St. Catharines	(416) 688-6472
Toronto	(416) 965-0286

Southwestern Region

Hanover	(519) 364-1626
Kitchener	(519) 578-3600
London	(519) 679-7156 1-800-265-4730 (toll-free)
Windsor	(519) 256-4919 1-800-265-1330 (toll-free)

Notes

The Office for Disabled Persons,
publisher of this guide, is grateful to the many
organizations working with disabled persons for
their assistance in distribution of this publication.

For further copies of this guide, which is also
available on audio cassette, contact:

Office for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 965-3165 (Voice/TDD)

Pour obtenir
la version française
de ce guide, composez
1-800-268-7507.
(voix – A.T.S.)

